

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 09/2020)



See CDA 9003-I for Instructions

1. INCUMBENT TBD		2. EFFECTIVE DATE (MM/DD/YYYY) TBD	
3. DIVISION Executive		4. UNIT NAME Office of the State LTC Ombudsman	
5. CLASSIFICATION State Long-Term Care Ombudsman (Exempt)		6. POSITION NUMBER 797-400-2709-001	
7. SUPERVISOR'S STATEMENT: <i>I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.</i>			
SUPERVISOR'S NAME (Print) Kim McCoy Wade	SUPERVISOR'S SIGNATURE		DATE
8. EMPLOYEE'S STATEMENT: <i>I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.</i>			
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE		DATE
9. DESCRIPTION <p>The State Long-Term Care Ombudsman serves as a member of the CDA Executive Team. The State Long-Term Care Ombudsman has responsibility for the following:</p> <p>Essential Functions:</p> <p>25% Long Term Care Ombudsman Program Management & Leadership. Directs state office and 35 local Long-Term Care Ombudsman offices to ensure that a statewide system is in place to effectively hear, investigate, and resolve complaints made by or on behalf of residents of skilled nursing facilities, residential care facilities for the elderly, and other congregate facilities, and to provide services and information to assist residents in the protection of their health, safety, welfare, and rights; provides training and education sessions in complaint resolution strategies, investigation techniques, and the role of the Ombudsman to Ombudsman representatives; ensures administrative and technical assistance are provided to the local Ombudsman programs; certifies and decertifies all paid and volunteer Ombudsman representatives; designates and de-designates local Ombudsman entities. Serves as a liaison and continuously seeks to strengthen partnerships with State partners at the California Department of Public Health - Licensing and Certification Division; the California Department of Social Services – Community Care Licensing Division and Adult Protective Services; and the Department of Developmental Services; as well as federal partners from the Administration for Community Living and National Long Term Care Ombudsman Office, to improve services to residents in long-term care facilities.</p> <p>25% Long Term Care Policy Leadership. Serves as the Department's expert on residents' rights and quality care in long-term care facilities, particularly informed by the COVID-19 experiences. With a person-centered, data-driven, and equity-focused approach, recommends new or modifying existing laws, regulations, and policies, and facilitates public comment on such laws regulations and policies to improve protections, services, and equity for residents in long-term care facilities in the state, and their</p>			

families. Represents residents and the Office of the State Long-Term Care Ombudsman in testimony and presentation before the Legislature; analyze, comment, and monitor the development and implementation of federal, state, and local laws, regulations, and policies with respect to long-term care facilities in the state. Advises the CDA Director regarding issues and concerns related to residents of long-term care facilities and recommends appropriate action. Carries out such other activities as the Director deems appropriate.

25% Public and Stakeholder Engagement. Promotes Long-Term Care Ombudsman Program to public through partnerships with citizen organizations, the long-term care industry, public agencies, and state agencies to facilitate program visibility and access to Ombudsman services. Acts as a liaison for the department and local Ombudsman entities on the concerns of long-term care residents, their families, and advocates with stakeholder associations including: the California Long-Term Care Ombudsman Association, California Association of Area Agencies on Aging (C4A), 33 Area Agencies on Aging, California Commission on Aging, the Alzheimer's Association, the Board of Examiners for Nursing Homes Administrators, the Medical Board of California, and many others. Serves on standing committees with representatives of such groups, with recommendations, on issues involving residents of long-term care facilities.

15% Data for Action. Maintains a statewide uniform reporting system to collect and analyze data relating to complaints and conditions in long-term care facilities for the following purposes: resolving significant complaints; preparing data dashboards and regular reports of State and local performance of the Ombudsman program residents, families, and the public; including equity metrics; identifying complaint trends across facilities that need to be addressed; and identifying opportunities to proactively and continuously improve the quality and effectiveness of Ombudsman services to the public, in collaboration with the California Long-Term Care Ombudsman Association and the local office directors.

10% Staff Management. Directly supervises a Staff Services Manager II, and indirectly supervises one Staff Services Manager I, six professional staff and two clerical staff.

Dated: 02/2021

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